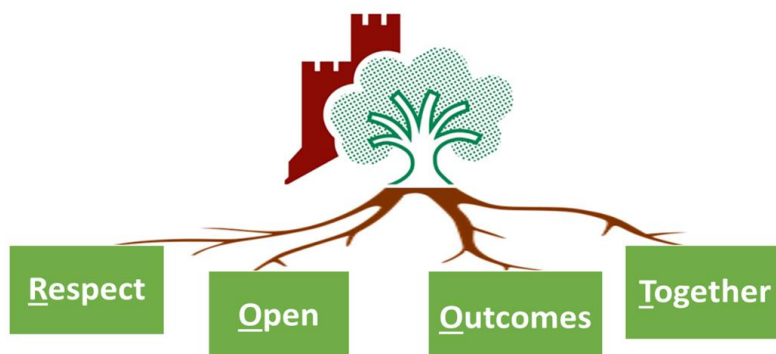


JOB DESCRIPTION



DIRECTORATE	Place and Climate Change
SERVICE	Neighbourhood Services
POST NUMBER	TBC
POST TITLE	Waste and Street Scene Services Administrator
POST GRADE	S4
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Waste and Street Scene Services Manager
RESPONSIBLE FOR	No supervisory responsibility
JOB PURPOSE	To provide administrative and operational support to the Waste and Street Scene Service, including waste and recycling, street cleansing, garden waste and abandoned vehicle functions. The role is responsible for administering customer enquiries, maintaining service records and systems, supporting contract monitoring activities, processing financial and performance information, and assisting with statutory reporting requirements. The postholder will work closely with contractors, operational teams, customers and partner services to support the effective delivery of waste and street scene services. The role encompasses a range of technical administrative support functions, including garden waste service administration, abandoned vehicle case management, performance reporting and financial administration, ensuring accurate records are maintained and service information is available to support operational and management decision-making.

RDC Values and Target Operating Model Principles



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focussed on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
1	Admin responsibilities for the Garden Waste service, street cleansing, recycling, rood waste and general waste contract for the Council.
2	Administer the Council's garden waste service, including customer subscriptions, service amendments, customer records, renewals, payment queries and associated administrative processes.
3	Source and place requisitions for goods and services for the team on the financial management system and monitor stock levels, undertake stock taking as required.
4	Act as first and second point of contact for all customer escalations, enquiries and contacts. Managing the CRM queue and act as liaison between customer and contract officers and contractors.
5	Work with other departments as needed to ensure customer facing technology such as website forms are updated working as needed.
6	Provide advice within team procedures and send out standard information in response to enquiries from the general public over the telephone, e-mail and face- to-face. Act as the contact for freedom of information enquiries.
7	Use service databases, spreadsheets and management systems to maintain accurate records, process enquiries, validate data, monitor service activity and produce reports and performance information to support service delivery and decision-making.
8	Develop and maintain effective working relationships with the Council's departments, contractors and partner organisations, providing administrative support, sharing information, resolving enquiries and escalating service issues where appropriate.
9	Assist with service monitoring activities through the maintenance of records, validation of service data, preparation of performance information, support for statutory and corporate returns, and administrative support for contract monitoring processes.

10	Administer the Council's abandoned vehicle processes, including maintaining case records, processing statutory notices and correspondence, supporting investigations, maintaining financial records and ensuring compliance with relevant procedures and legislation.
11	Undertake financial administration activities relating to waste, recycling, street cleansing, garden waste and associated services, including reconciliations, purchase orders, invoice administration, income recording and payment enquiries.
12	Participate in an annual performance appraisal based on agreed objectives that are linked to the Council's corporate objectives and priorities.
13	Ensure that all duties and services provided are in accordance with the Council's Equalities and Diversity policies and procedures.
14	To comply with individual responsibilities, in accordance with work role for health and safety in the workplace.
15	Adhere to Council's Health and Safety and general Policy expectations, following all relevant procedures
16	Undertake such other duties and tasks appropriate to the grade and character of work such as changes in information systems and new technology as may reasonably be required. Therefore, the above list of key result areas in this job description should not be regarded as exclusive or exhaustive.

RDC Value	Behaviour	Description
Respect	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
<u>O</u>pen	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
<u>O</u>utcomes	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
<u>T</u>ogether	Communicates	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

PERSON SPECIFICATION



POST TITLE	Waste and Street Scene Services Administrator		
DIRECTORATE	Place and climate change		
SERVICE	Waste and Street Scene Services		
POST GRADE	S4		
		Essential	Desirable
Qualifications			
Minimum 5 GCSEs including grade C in Maths and English		X	
Experience			
Minimum two years experience, preferably in a local authority			X
Computerised systems		X	
Skills and Abilities			
Excellent skills in verbal and numerical reasoning		X	
Clear written and verbal communication		X	
Time management		X	
To work under pressure and deal with unforeseen and urgent demands		X	
Work as part of a team		X	
Strong IT skills in the use of spreadsheets & databases		X	
Customer Care			
Training			
Use of MS Office including Word and Excel		X	
Willingness to undertake professional development			X
Knowledge			
General office administration		X	
General public service delivery			X

July 2026